GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:4491
ANSWERED ON:20.08.2010
DISABLED FRIENDLY ATMS
Sugavanam Shri E.G.

Will the Minister of FINANCE be pleased to state:

(a) whether banks are mandated/instructed to make ATM counters disabled friendly;

(b) if so, the details thereof;

(c) the current status of implementation of the mandate/instructions; and

(d) the steps taken or proposed to be taken to make all the ATMs disabled friendly at the earliest?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI NAMO NARAIN MEENA)

(a) to (d): Reserve Bank of India (RBI) has advised the banks to take necessary steps to provide all existing ATMs/future ATMs with ramps so that wheel chair users/ persons with disabilities can easily access them and also make arrangements in such a way that the height of the ATM does not create an impediment in its use by a wheel chair user. Banks have also been advised to take appropriate steps including providing ramps and entrance of the bank branches so that the persons with disabilities/ wheel chair users can enter the bank branches and conduct business without much difficulty. It has also been advised that the banks make at least 1/3 new ATMs installed as talking ATMs with Braille Keypads and place them strategically in consultation with other banks to ensure that at least one talking ATM with Braille Keypad is generally available in each locality for catering the needs of visually impaired customers.

Some banks have installed talking ATMs for visually impaired persons. For the convenience of disabled persons who use the wheel chair, banks have provided ramps at places, wherever, it is feasible to provide.